



Calhoun: The NPS Institutional Archive

Information Technology and Communication Services (ITACS)

ITACS Technology News

2014-10

NPS Information Technology and Communications Services (ITACS) Technology News / October 2014

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ITACS TECH NEWS

1 OCTOBER 2014

Digital Signage Project Needs Your Creativity and Suggestions:

We visualize integrating existing departmental videos:

ITACS' Example:

- ◆ TAC Tips
- ◆ Cybersecurity Advice
- ◆ IT News

Also to display will be:

- ◇ DoD Channel
- ◇ NPS Events
- ◇ President Route's Updates
- ◇ MWR Schedules and Menus

We're encouraging digital signage location ideas, as well as departmental creativity to share your most important messages, exciting moments, and endeavors.

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ITACS Digital Signage Project



ITACS is working with the Public Affairs Office and Library on the Digital Signage Project and is nearing the execution phase of unleashing the real power of digital signage by displaying essential communications dynamically and automatically. We're soliciting your ideas in communicating NPS messages, emergencies, notifications, and campus information to our remarkable

NPS community.

Digital signage will be deployed and beta tested in the Ingersoll lobby, and eventually throughout campus – customized departmentally!

We visualize integrating existing departmental videos (for example, ITACS will post TAC Tips, CyberSecurity advice, IT news, and reviews) in combination with the DoD Channel, NPS events, President Route's updates, MWR schedules and menus, and live NPS presentations.

Captivating programming such as aviation, science, health, business and economy, environmental issues, education, sports, entertain-

ment, art, and culture will share the spotlight with live RSS Feeds that will keep us up-to-date on breaking local, national, and international news.

We're encouraging digital signage location ideas, as well as departmental creativity to share your most important messages, exciting moments, and endeavors. We have the features to manage and automate your messages, so come up with an idea that's totally new – and show it to NPS just the way you wanted it!

Contact Kevin Poma at kvpoma@nps.edu for assistance.

Welcome New Students!



The ITACS name reflects the incorporation of all communication services, telephone support, and network support into the core computing functions that have been provided by NPS since 1953.

All requests for IT-related service, whether for problem resolution, new comput-

er equipment, application or web services, network questions, firewall requests, or project-related needs — **begin with the Technology Assistance Center (TAC aka Help Desk).**

The TAC has staff members who individually specialize in a number of areas and are prepared to handle questions dealing with NPS IT facilities and services.

The following sites may assist with technology needs:

- NPS password standards, instructions on password changes, and best practices:

<https://wiki.nps.edu/display/>

TAC/Password+Criteria

- NPS password reset (provides the ability to reset, unlock or change password):

<https://npspassword.nps.edu>

- NPS uses Microsoft Outlook to host email. Web access is available at:

<https://webmail.nps.edu>

- TAC (NPS Help Desk) wiki page has info regarding virus protection, software availability, wireless computing, remote access, online learning management system and much more, can be found at:

<https://wiki.nps.edu/display/TAC/TAC>

<https://wiki.nps.edu/display/TAC/TAC>

CONTACT THE TAC AT X1046 OR VISIT BLDG. 330 INGERSOLL HALL ROOM 151 FOR ASSISTANCE

IT Task Force ~ Piecing Together Your IT Needs



The Information Technology Task Force (ITTF) provides an open forum for the review of NPS' Information Technology strategic decision-making. The ITTF provides guidance and input to the Chief Information Officer (CIO) and Director of ITACS in the development and annual update of the NPS ITACS strategic plan.

ITTF meets on a monthly basis. A meeting was held 14 Aug 2014 and the main topics discussed were:

Network Upgrade Committee ~ Big Data Proposal ~ Cybersecurity Update ~ ITACS Roadshow ~ KFS Maintenance

The following is a summary of the topics:

Network Upgrade Committee is working on replacing our network electronics. Our "ERN" (education and research network) satisfies requirements for our researchers and educators here at NPS. Idea of this committee is to find out what the researchers and educators see as a requirement for a network to

accomplish their needs. The membership combines chosen members of each department, not meant to be exclusive so anyone interested may join with their ideas, and provide your comments or requirements to assist with our network upgrade.

Big Data Proposal was submitted to the DoD High Performance Computing Modernization office who offers money every year dedicated to High Performance Computing Project Investment (DHPI) which will be used for hardware in support of DoD Projects which requires dedicated resources. The funding we will also be used for Data Analytics.

Cybersecurity Update ~ Personnel changes were made due to the loss of employees and contractors. Because of this roles of current staff and contractors has shifted. Recently, several suspected Phishing e-mails were submitted to abuse@nps.edu. Most of these e-mails were legitimate emails and not Phishing

but it shows the awareness of what to look for in Phishing e-mails.

ITACS Roadshow FY15 budget will be reviewed with all the Deans to go over the budget and each departments' requirements to include their feedback so we can understand better the needs of our academic institution. Our goal is to see how things are connected. We will report to you with the feedback at these ITTF meetings.

KFS Maintenance will be down on 30 Sept around 2215 and continue through 2 Oct 0800. To accomplish the final close out of the fiscal year, KFS may be down 31 October all day but at least a portion of the day. The KFS Ombudsman, Laura Cole, will be sending out communications regarding these outages.

All meeting agendas, comments/ideas, links and presentations are posted on the Information Technology Task Force Wiki page <https://wiki.nps.edu/x/qYCWEQ> (case sensitive).

NPS' Website Upgrade



The Public Affairs Office and ITACS are teaming together to launch Liferay as our enterprise Content Management System (CMS). Liferay is an open source web portal and web content management system. It will replace our current CMS, Rhythmyx. ITACS is already assisting early adopters with transitioning their web sites to Liferay while the team works on defining a new site design for NPS. Currently, the team is working on defining requirements for the new design by conducting surveys, interviews and usability testing. In the future, Liferay will serve as our single web presence, supporting both the Intranet and the external www.nps.edu websites.



To review your annual training requirements, please visit NPS' Online Training & Certification page at (NPS Login Required):

[https://
www.nps.edu/
technology/
webbasedtraining/](https://www.nps.edu/technology/webbasedtraining/)

Cybersecurity ~ Protecting Yourself From Malware !



A lot of security is about prevention, making sure that systems have patches applied, an antivirus program installed, etc. But what happens when you see (or suspect you see) something unusual on your personal machine?

The first thing you would do if you thought something unusual was happening would be to check the integrity of the Antivirus (AV) program you are using. The more insidious viruses will try to interfere with the AV's operation, so you should check to see if the antivirus program has up-to-date definitions. This differs from program to program, but in Symantec Endpoint Protection, this is listed on the first screen as the program comes up, under "Virus and Spyware Protection". The definitions should have today's date unless it's early in the day, in which case it might have yesterday's definitions.

When explaining what Virus Definitions are, the analogy of the human flu bug or virus can be used. A virus is something you don't want to catch so pre-

ventatives are taken such as vitamins, healthy eating or washing your hands. This also holds true for a computer virus or malware. You don't want to get this bug either. To ensure your Antivirus is able to detect the latest malware make sure it is installed and up to date.

The second thing you should do is run a full scan on the system. We often find that while the Antivirus auto-protect finds many pieces of malware, a full scan will find remnants of malware left behind. This also gives you some piece of mind should the scan find nothing. If on a personal machine, also run a full scan on any external drives including memory Cards, cameras, or phones that the computer may come in contact with.

If you haven't already, make a practice of running a full scan at least once a week. At NPS we do these daily on our managed workstations.

For more information, please check out the Antivirus section of our Security Center wiki at [https://
wiki.nps.edu/x/LSDm](https://wiki.nps.edu/x/LSDm).

GATHER High Performance Computing Modernization



ITACS stood up a new server and service on gather.hpr.nps.edu! Those utilizing the US High Performance Computing Modernization Pro-

gram (HPCMP) assets now can sign up for an account on this Linux system which will allow the HPCMP machines to transfer data to it upon the completion of supercomputing jobs on the remote HPCMP sites.

Previously, researchers had to work with ITACS to get their personal / program owned and operated machines configured to be allowed to have the access from these remote sites to their machines and acquire the hard-

ware to store these large result-sets themselves. By utilizing the Enterprise, customers on GATHER can set their jobs to return to GATHER, then collect their result-sets from GATHER at their leisure, and avoid the hassle of acquiring hardware and ensuring that it meets security requirements. If you are interested in making use of GATHER, please contact Jeff Haferman - jfhaferm@nps.edu.

ITACS Services

Some of the products and services provided by ITACS can be viewed and are available via the Wiki (<https://wiki.nps.edu/display/IT/Home>):

- ◇ **NPS Accounts and Passwords** ~ password management and permissions
- ◇ **Software & Business Applications** ~ software download (NPS Login Required), web-based applications, Kuali Financial System
- ◇ **Labs and Classrooms** ~ Reserving a classroom or lab
- ◇ **Specialized Computing** ~ High Performance Computing (HPC) and Classified Computing, classified network
- ◇ **Telephone & Mobile Devices** ~ Telecommunications Office (TCO), telephone tips, personal device set-up
- ◇ **Web & Data Services** ~ Web development, design services, application development, database administration

<https://wiki.nps.edu/display/IT/Home>

Technology Assistance Center (TAC)

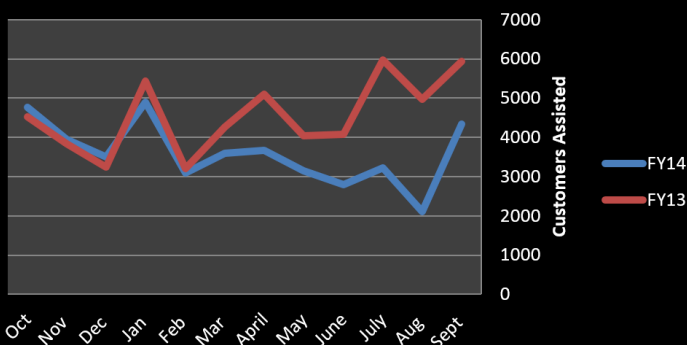
TAC (aka IT Help Desk) assists NPS' students, faculty and staff with their IT needs. We are located in Ingersoll Hall (Bldg. 330) Room 151. Our normal hours of operation are Mon—Thurs 0800—1600 Fri 0800-1315 and 1445-1600. We can be reached by calling (831-656-1046), e-mailing (tac@nps.edu), or walk-in. Our Wiki page (wiki.nps.edu/TAC) has instructions and links that can be very helpful in assisting with your needs. Below are the statistical comparisons for TAC customer assistance numbers in FY14 vs FY13:

September Stats:

FY14 = 4,039 vs. FY13 = 5,940 -32%

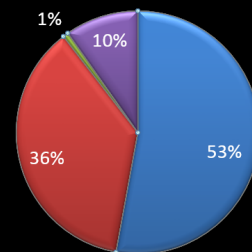
FY13 customer assistance calls to the TAC increased between April and September due to the Cybersecurity Inspection preparation

TAC Statistics



Sept-14

■ Phone ■ E-Mail ■ Tech ■ Walk-In



Customer Assistance Type—TAC:

- Phone: calls made to the TAC
- Email: emails sent to the TAC for assistance
- Tech: technician dispatched to user office
- Walk-in: customer assistance in the TAC

Congratulations Graduates!



As you depart NPS, please accept our congratulations for a job well done! It has been our goal at ITACS to provide you with the network access, software, and services needed in your academic and research pursuits. As you depart NPS, the following is a checklist that will assist your IT needs and ensure a smooth transition:

1. **Communicate Your Departure:** Create a message for those who will attempt to make contact with you, which is easily done by turning on the Out-of-Office Announcement in Microsoft Outlook. You may want to provide them with a new means of contacting you, e.g., new email address, telephone number, or mailing address. If you are on the NPS faculty or staff, you might provide the name and con-

tact information for the person taking over your duties. The Out-of-Office feature is located on the File tab in Microsoft Office (Automatic Replies—Out of Office).

2. **Clean up Your Email:** Delete all unnecessary emails. Any remaining emails can be archived for future reference. Instructions on how to create an archive folder are on the TAC wiki at <https://wiki.nps.edu/display/TAC/TAC>
3. **Contact the Telecommunications Office:** If NPS has provided a mobile device to use during your stay here, please return the device to your Local Telecommunications Coordinator, or contact the Telecommunications office at tco@nps.edu

Read more about how to back up/delete files and account management on the TAC wiki:

<https://wiki.nps.edu/display/TAC/TAC>

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IT Scheduled Maintenance

- **Who:** NPS faculty, staff, and students utilizing the network.
- **What:** ITACS coordinates with representatives from the academic, administrative, and technical areas to plan and schedule maintenance events that affect services, which may cause services to be unavailable for up to 5 hours.
- **When:** Every Tuesday from 1730-2130.
- **Where:** Visit the NPS Intranet Home page for the latest IT maintenance announcements.
- **Unplanned Emergency:** Maintenance or special circumstances (power outages or hardware failures, for example) that require downtime are announced as necessary.

O C T O B E R 2014	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	 Breast Cancer Awareness Month	*1730 - 2130 Maintenance on System Wide Network & Email		1	2	3	4
	5	6	7 *1730 - 2130 Maintenance	8	9	10	11
	12	13 *Columbus Day	14 *1730 - 2130 Maintenance	15	16	17	18
	19	20	21 *1730 - 2130 Maintenance	22	23	24	25
	26	27	28 *1730 - 2130 Maintenance	29	30	31 Happy Halloween <i>Drive Safe</i> 	